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Michigan 2-1-1 Update

February 24, 2009



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Michigan 2-1-1 connects people with
information and resources
to build healthy, safe communities



What is 2-1-1?



The national telephone number for access to health & human services and volunteer opportunities

Powered by a comprehensive database of available local services

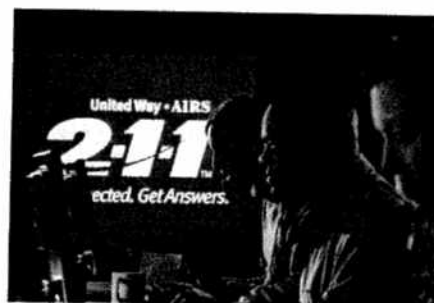
Makes a critical connection between individuals and families seeking services and the appropriate community-based organizations and government agencies



2-1-1 provides.....



- Easy-to-remember number – landline, wireless and VOIP
- Up-to-date resource database
- Online searchable databases
- 24X7X365 availability
- Interpreter Services available
- Confidential
- Accountability



2-1-1's Role in Disaster



- Expansion of capacity of the emergency response system
- Aggregation of available resources
- Management of unmet needs
- Telephone reassurance & crisis support for callers
- Mobilization & management of volunteers
- Intake for service providers
- Critical connection to citizens



Mason County

Flooding Disaster

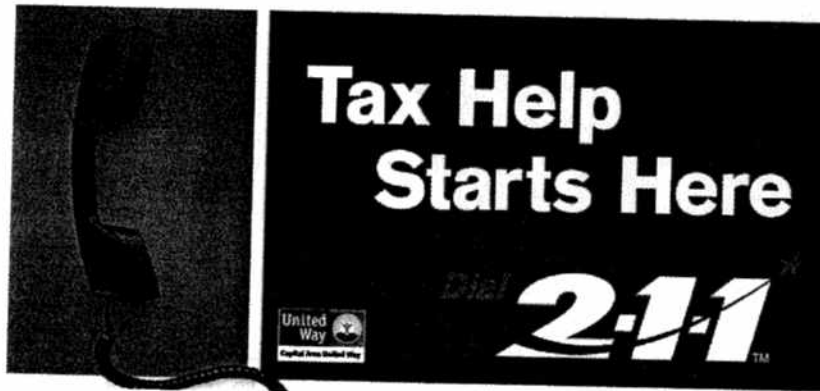
June 2008



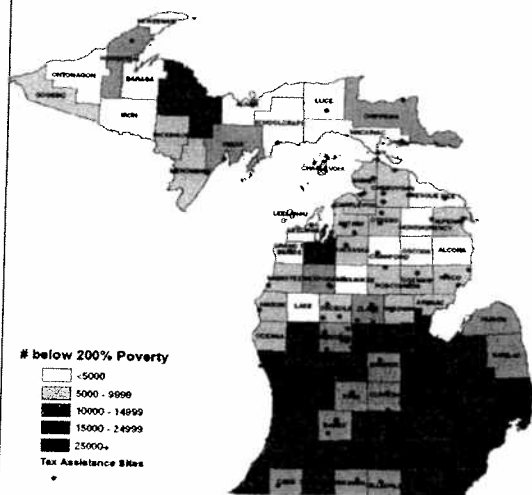
Mason County's Emergency Operations team promoted 2-1-1 as the number to call for non-emergency community needs and questions.



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Number of People Below 200% Poverty, by County and Free Tax Assistance Locations
State of Michigan



© United Way for Southeastern Michigan, 3/04, GD

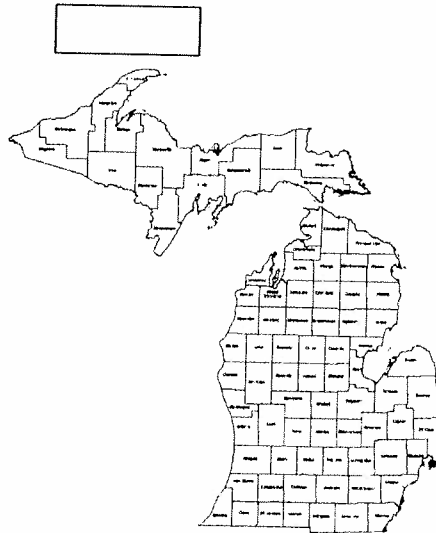


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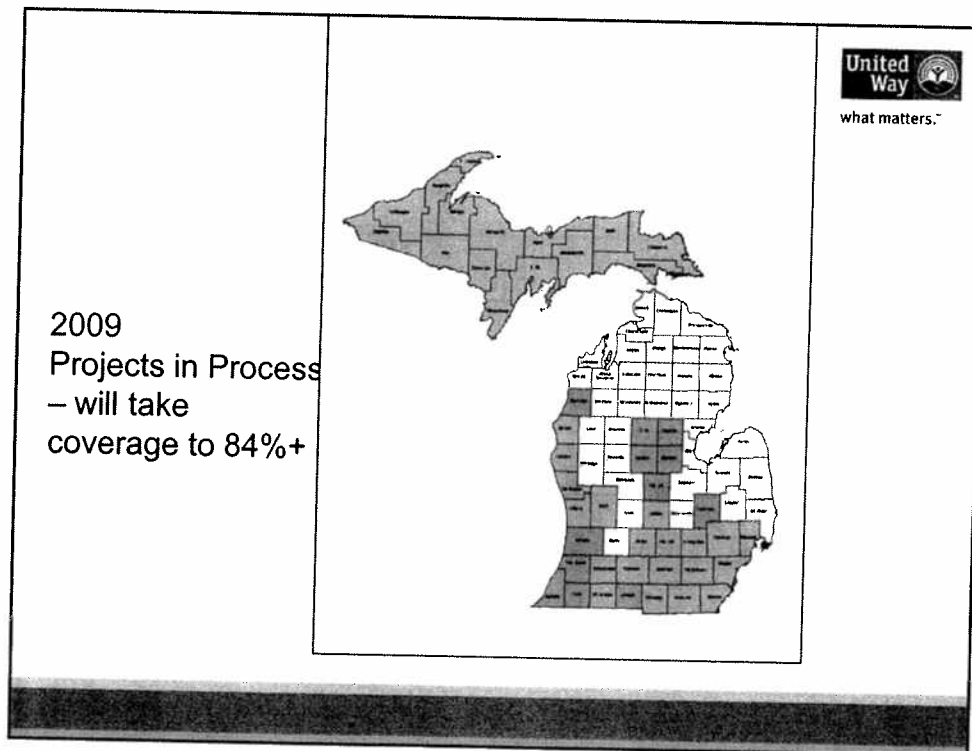
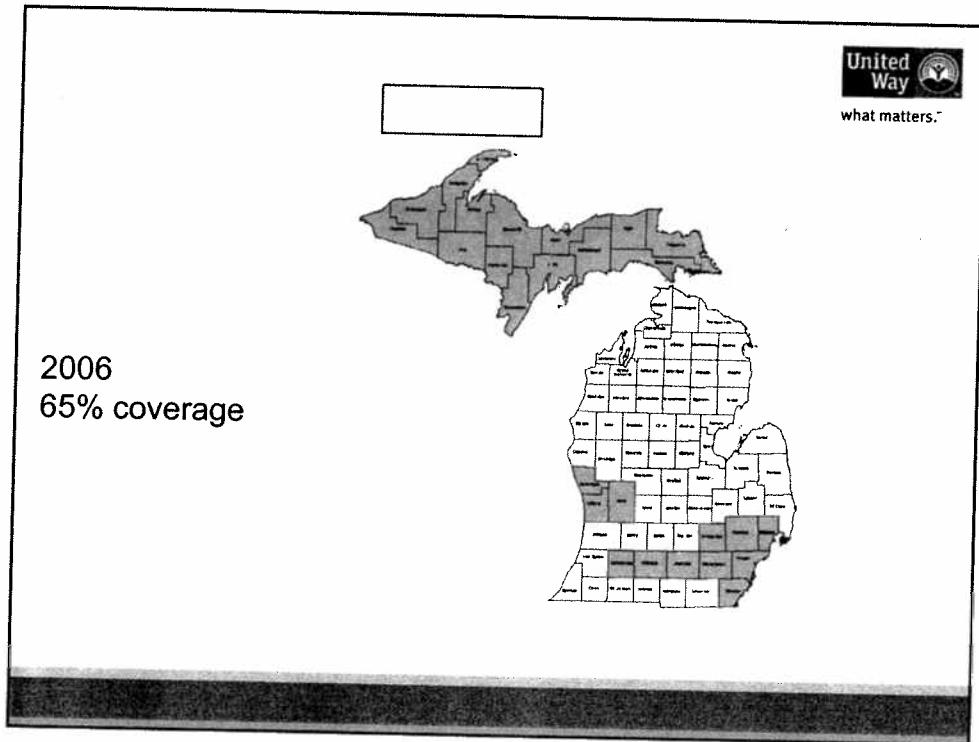
Benefits to community



- One easy-to-remember number to call
- Timesaver for community organizations
- Real-time data on community needs and human service delivery system
- Always available
- Safe place to call
- Front door to health & human services



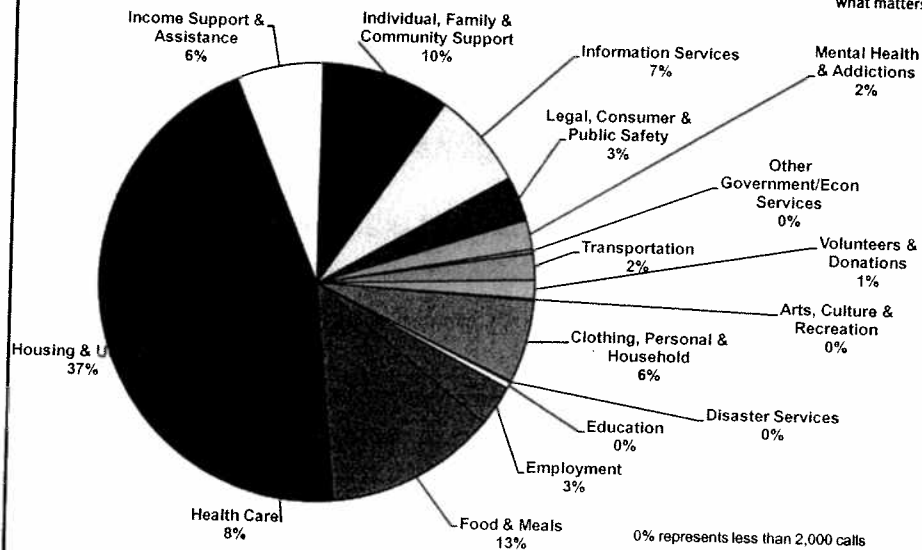
2-1-1 Status
2002



Callers needed help with:



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Using 2-1-1 Data



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Monthly / Quarterly Data Reports –

Data collected on every call – used for:

- Understanding local services
- Grantwriting
- Service delivery decisions
- Funding decisions
- Planning
- Understanding constituent needs



Michigan 2-1-1 Business Plan Calls for:



Local presence through an integrated system

- **Regional Call Centers** – cost efficient, standards-based
- **Resource Hubs** – database management & local contact point
- **Local Contact Points** – face of 2-1-1 in the community, data reporting, liaison with regional call center



Funding – national & state



Federal –

Calling for 2-1-1 Act – calls for \$700 million over 6 years

Reintroduced to 111th Congress by Clinton & Eshoo

State - Much interest - little funding

- MSHDA – ‘How to Keep Your Home’
- Michigan State Police
- Department of Community Health
- Department of Economic Growth and Labor



http://www.michigan.gov/mshda/0,1807,7-141-45886_47905-177819--,00.html

http://www.michigan.gov/mshda/0,1807,7-141-45886_47905-177797--,00.html

Questions??

Please contact:

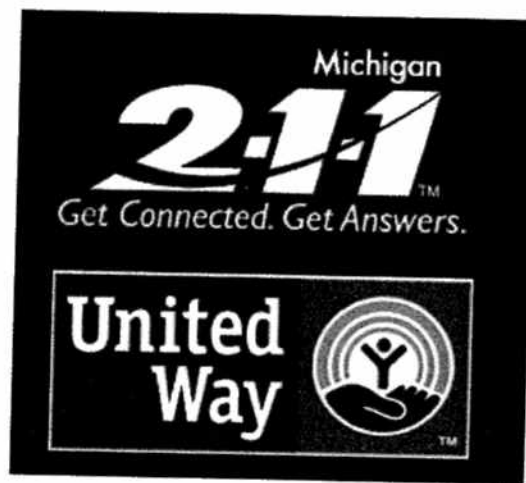
Sherry Miller, Director

Michigan 2-1-1

Michigan Association of United Ways

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www.uwmich.org





Michigan 2-1-1: Fact Sheet

- 2-1-1 is the health and human service equivalent of 9-1-1 to give or get help spearheaded by United Way
- 2-1-1 is currently active in Calhoun, Clinton, Eaton, Ingham, Hillsdale, Kalamazoo, Kent, Jackson, Lenawee, Livingston, Macomb, Mason, Monroe, Muskegon, Oakland, Oceana, Ottawa, St. Joseph, Washtenaw, and Wayne Counties and across the Upper Peninsula
- 2-1-1 is soon to be active in: Allegan, Branch, Berrien, Cass, Clare, Gratiot, Gladwin, Isabella, Manistee, Midland and Van Buren Counties.
- 72% of Michigan's population and 78% of the nation's total population currently has 2-1-1 service
- 2-1-1 can be reached via landline, wireless, or VOIP
- A statewide 2-1-1 Business Plan is complete showing how all Michiganders could have sustainable 2-1-1 service with public funds matching the existing local non-profit funding commitment
- 2-1-1 Call Centers are required to become nationally accredited; staff is extensively trained and nationally certified
- The FCC approved 2-1-1 for health and human service information & referral; 2-1-1 is legislated in the Michigan Telecommunications Act.
- Calls are free to the user, answered 24/7/365 by professional Information and Referral specialists, translation service is available for non-English speaking callers
- The 2-1-1 database is comprehensive and up-to-date; for example, current Michigan 2-1-1 data bases maintain information on over 8,000 agencies with more than 50,000 public, non-profit and faith based health and human service programs
- A national cost benefit analysis conducted by the University of Texas estimates a net value to society of a national 2-1-1 system approaching \$130 million in the first year alone and a conservative estimate of \$1.1 billion over ten years
- University of Nebraska study sites cost savings for Nebraska between \$7.6 - 16.5 M annually resulting from such factors as, one call for multiple referrals, reduced overlapping information & referral costs and improved community planning through call data
- A report to Michigan's Legislature identified more than 700 toll-free telephone lines maintained by state agencies for public access to governmental services
- National Governors' Association cites "2-1-1: Key Strategy for State's Community Preparedness and Response Plans"

Current 2-1-1 Coverage

2-1-1 is now available to over 72% of Michigan's population.
Projects underway will increase coverage to 84% by the end of 2009.

